



# NASA Glenn Research Center

## Using Network Connect on the GRC SSL-VPN

**Network Connect is only to be used with computer equipment provided by the US Government.** Due to the high IT security risk of Network Connect, remote access through the GRC SSL-VPN and Network Connect is to be used with Government-provided computer equipment that is scanned and patched on a regular basis, such as equipment provided by the ACES contract.

**All internet access is subject to monitoring and being logged while using Network Connect. Network Connect is only to be used for official Government business.**

When you are connected via Network Connect, you are no longer on your local “home” network. You are on the NASA network. You will lose connection to current services such as streaming. Automated procedures, such as scanning and software updates, that occur on the NASA network will also affect your system while connected via Network Connect. Only do NASA work while connected to the NASA network.

Note: The GRC SSL-VPN is provided for use outside of the Glenn local network. The NASA Guest network at GRC will not allow you to connect to the GRC SSL-VPN

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## Step 1. Request Network Connect in NAMS

You must be a member of the Network Connect group on the SSL-VPN in order to be use Network Connect.

In NAMS (<https://idmax.nasa.gov>) :

→ Access Management → NAMS Request → Request or Modify Application Account

→ Verify/Change User and/or Sponsor if necessary (Sponsor must be immediate supervisor or lead of User)

→ Applications → Find NAMS Resource: **VPN**; **Application**; Center: **GRC**

→ Click on “Add to Request” **GRC – Remote Access Services**

→ Press “Continue” (at bottom of page)

→ Complete the Application Request, be sure to select “**SSL-VPN**”

→ Why do you need access? Indicate in this box:

1. that you need **Network Connect** on your Government/  
ACES-provided device such as laptop, iPad (must spell out “Network Connect”)
2. list the equipment tag #
3. indicate why you need Network Connect as opposed to the default VPN

→ Press “Submit” (at bottom of page)

The screenshot shows the IdMAX web application interface. At the top, there's a header bar with the text "IdMAX - Identity and Access Mana...". Below the header, there are several instructions for users. The main content area is divided into two columns: "Available" and "Selected". In the "Available" column, there are two options: "External HelpDesk (MSFC Only)" and "SSH (to internal Unix hosts)". A red arrow points from the "SSH" option to the "Selected" column. In the "Selected" column, the option "SSL-VPN (GRC Intranet access)" is selected and circled in red. Below the "Available" and "Selected" columns, there is a section for "UNIX hosts to be accessed under SSH:" with a text input field. At the bottom, there is a section for "Why do you need access to each Requested Service?" with a text input field. The text "I need Network Connect on my ACES laptop, tag #GRXXX99999, to be able to work from home and access ....." is entered in this field and circled in red.

IdMAX - Identity and Access Mana...

- For each Requested Service that you select, be sure to complete any companion detail field(s) that are applicable.
- To access your GRC computer from offsite using a Broadband ISP, select **SSL-VPN**. NOTE: The old **Dial-Up Connection (RAS)** is no longer supported at GRC; broadband service is required.
- Telecommuters seeking access to **Today@Glenn**, the **GRC Intranet** or **InsideNASA** websites and/or **WebTads** from offsite, should select **SSL-VPN**.
- **External HelpDesk** is limited to MSFC employees ONLY.
- For additional information about any field, including the Requested Services options, please click the "i" box in front of its label.
- Remote Access VPN is NOT required for **WebMail**, **SATERN Training**, **FedTraveler**, **Employee Express** or any **NASA Public Web Site**.

**Available**

External HelpDesk (MSFC Only)  
SSH (to internal Unix hosts)

**Selected**

SSL-VPN (GRC Intranet access)

**Requested Services**

- Click "i" for more information about each service.

**UNIX hosts to be accessed under SSH:**

- Required for all **SSH** requests
- Enter comma delimited list of hostnames

**Why do you need access to each Requested Service?**

- For each Requested Service, explain how it will be used.
- Missing justifications can cause a request to be rejected.

I need Network Connect on my ACES laptop, tag #GRXXX99999, to be able to work from home and access .....

You will receive a confirmation email from the NAMS provisioner that you have been set up for Network Connect access.

## Step 2. Download Network Connect

Once the NAMS provisioner has set you up for Network Connect access, you should be able to login with the Network Connect function of the SSL-VPN.

Computer systems provided by the ACES contract should already have Network Connect installed.

On Windows, Network Connect will be under **C:\Program Files (x86)\Juniper Networks**.

On a Mac, Network Connect will be under the **Applications** folder.

If you do not already have the Network Connect download and you do not have Elevated Privileges on your system, call or log a ticket with the Help Desk to request the Network Connect download of the GRC SSL VPN.

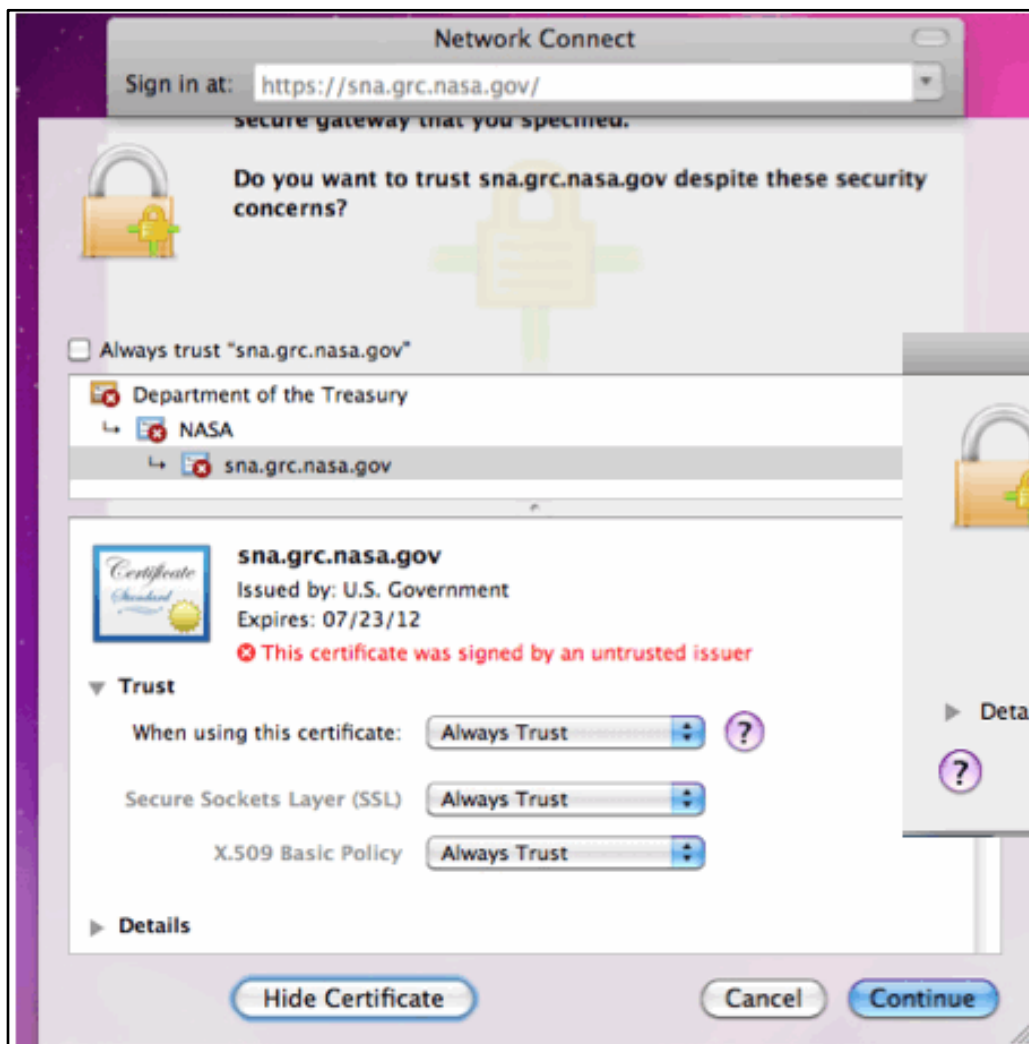
If you do not already have the Network Connect download but you DO have Elevated Privileges, you can obtain the Network Connect download by logging in to the SSL VPN via your web browser at <https://sna.grc.nasa.gov>, then click the “Start” button next to “Network Connect” at the bottom of the menu.

## Step 3. Start Network Connect

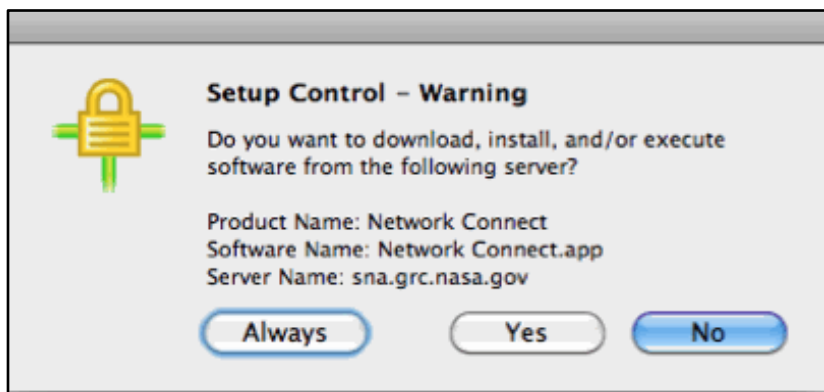
Once you have downloaded Network Connect, there are two ways of starting it:

- *(recommended-simplest)* From your Program Files (Windows) or Applications folder (Mac OS X), click on the “Network Connect” program, and sign in at “sna.grc.nasa.gov”. You’ll be prompted to enter your RSA SecurID token user ID, PIN and passcode. You can make a short cut of this program to put on your desktop.
- From your web browser, go to <https://sna.grc.nasa.gov> and with your RSA SecurID token, enter your user ID, PIN and passcode. Once the VPN menu appears after login, click the “Start” button next to “Network Connect” at the bottom of the menu.

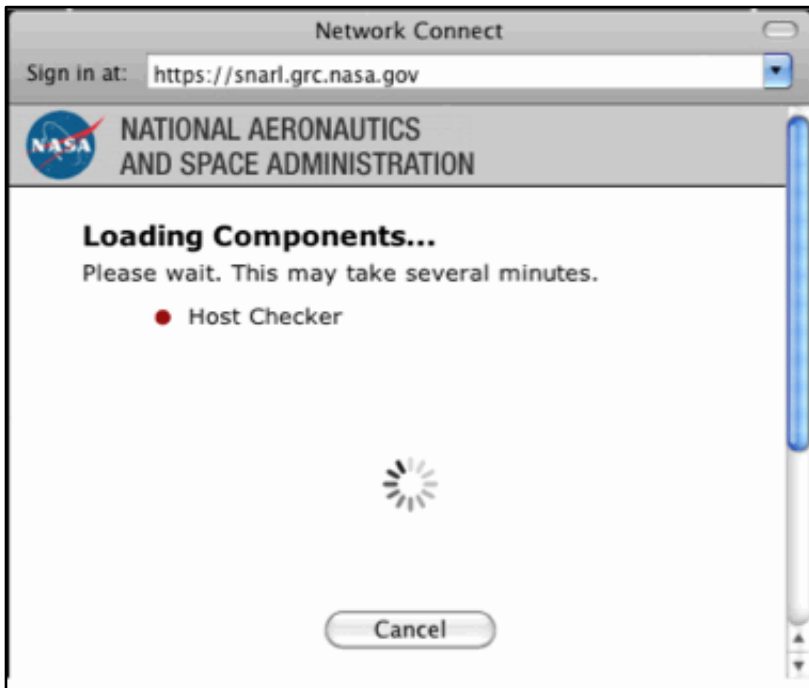
The next dialog box will be a warning to trust the sna.grc.nasa.gov certificate. Click to show the certificate and pick “Always Trust” from the pull down arrow, and then click “Continue”. You will then be asked to authenticate to make this change. Use your domain credentials (your NDC password) and click “OK”.



You may see a dialog box asking whether you wish to allow Network Connect to download and install updates. Click "Always".



Wait for the Host Checker to Load...

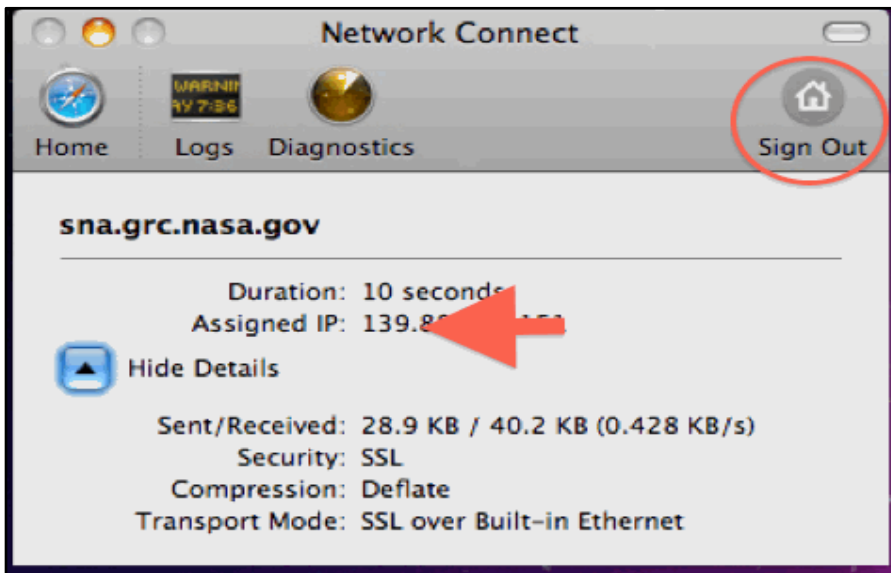


The next dialog box **may** appear if the VPN detects that your Network Connect needs to be updated. Click on “Upgrade” to download the update.



Once you’re logged in, the following connection status dialog box will appear. The Assigned IP address for this session will be shown; it will be that of an IP address from a pool of IP addresses on the internal GRC network that have been designated for remote access. This IP address will be different from your regularly assigned IP address when you are on the lab (at your office).

At this point, you should be able to proceed to connect to websites and do anything you normally would do behind the GRC central firewall as if you were physically on the lab. There are exceptions where this may not work exactly as if in your office such as if your regularly assigned IP address/host name has been set up with additional special rules for access.



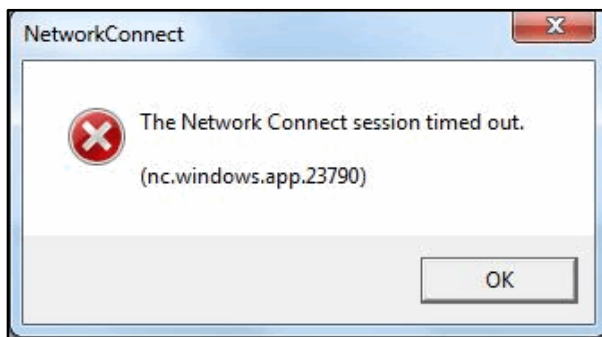
## Step 4. Stop Network Connect

When you're finished with your session, make sure you sign out of the GRC SSL-VPN completely.

Click on the "Sign Out" button in the upper right hand of the Network Connect client dialog box (as shown in the previous Step), or "Sign Out" button on the upper right hand of the VPN menu of the web browser screen.



If you signed out from the web browser and not from the client dialog box, the following Timed Out message may appear, *this is normal*:



## Getting Support

All questions regarding installation and usage issues should be directed to:

NASA Enterprise Service Desk (ESD) at x4848, or 1-877-677-2123, or <https://esd.nasa.gov>